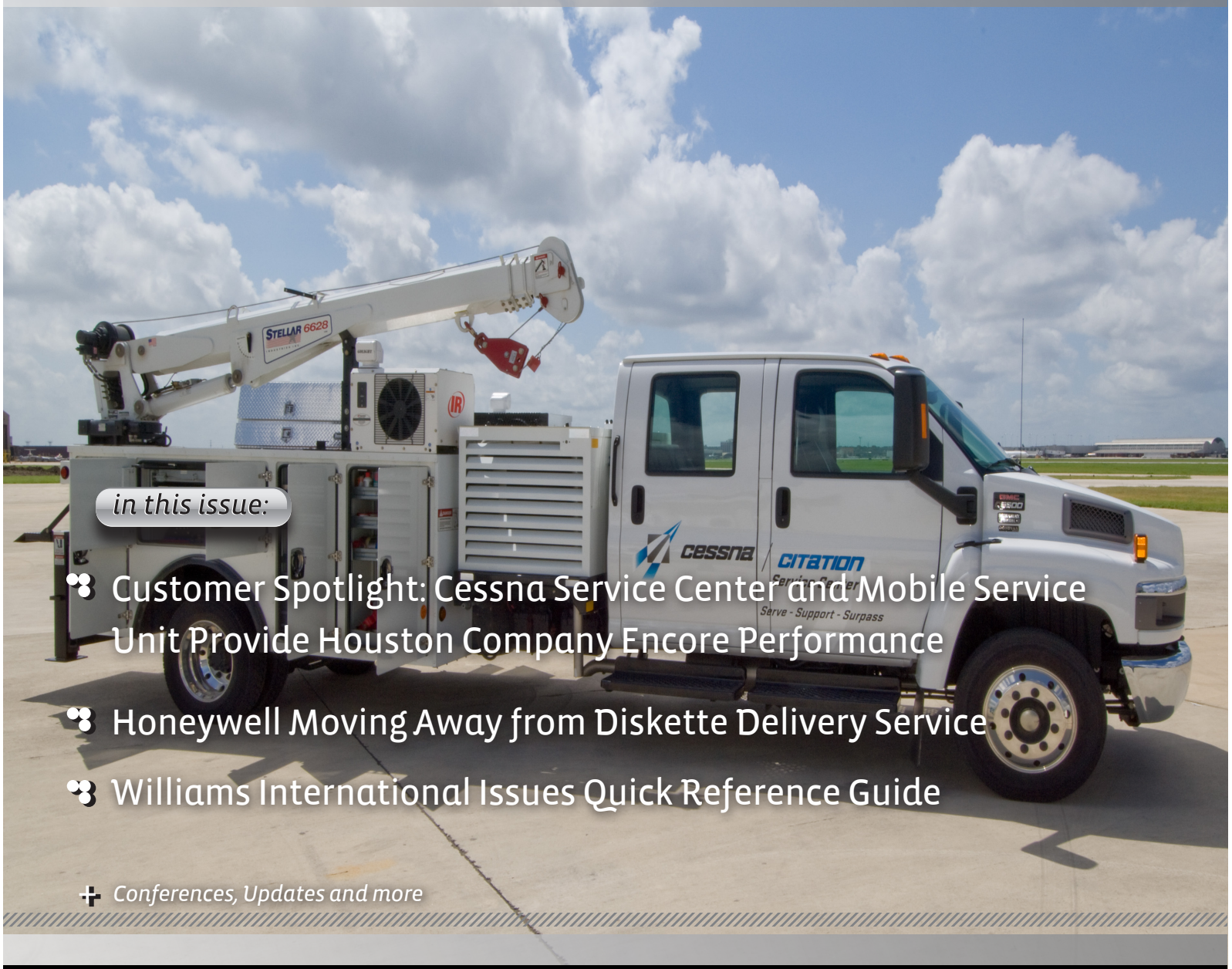
DIRECT APPROACH

JUNE 2009



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Cessna
Customer Service
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› Citation Centers Ready for Upswing in Interior Work

The Cessna Citation Service Centers are gearing up for an anticipated surge in aircraft interior refurbishment work as confidence in the economy returns.

"We believe there is a pent-up demand for aircraft interior work and, as consumer sentiment improves from the recent shock, the dollars will be there," says Cessna Vice President of Service Facilities Stan Younger. Cessna expects that economic recovery in the aircraft industry will begin with upgrading existing aircraft and the Citation Service Centers are ready.

Even though the timing of a recovery can't be pinpointed, Cessna's Pre-Owned Citation program is already creating an uptick in interior refurbishments. According to Younger, having an all-new interior is a very clear way to make a used aircraft stand out from the many on the market today, and no one has sold more pre-owned Citations than Cessna.

"It does separate the good airplanes from the pack and distinguishes them from the same model sitting right next to them," Younger says.

Owners are opting to breathe new life into the interiors because they have realized that they might have their aircraft a year or two longer than anticipated, or because they are just ready for a fresher cabin.

Earth Tones and Neutral Colors

Many Citation operators give their interiors a new look with a bit of a different color, selecting earth tones and neutral colors that are better for resale in a year or two. They go for as neutral a palette as possible, but still very classy, Younger says. Citation Service Center managers have noticed a trend away from gold plating as owner/operators switch to the more contemporary brushed-nickel look, even against dark mahogany wood fixtures, because both have enough gray tones to work well together.

The trend today, Younger says, includes installation of new soft goods – leather upholstery, carpeting, panels and sidewalls – in pre-owned aircraft so that they have the same look and feel as new aircraft. Current activity also includes partial refurbs, such as new carpet or new lower sidewalls. The Citation Service Centers enjoy the advantage of having direct access to the same quality materials that Cessna uses in their new aircraft.

Already this year, the Citation Service Centers are seeing a number of midlife renewals for aircraft models left a little ragged inside from heavy use. New interior soft goods and polishing wood fixtures and trim can make a world of difference.

"It does separate the good airplanes from the pack and distinguishes them from the same model sitting right next to them," Younger says.

Of Cessna's nine company-owned locations, the Wichita Citation Service Center performs the most interior refurbishments because of its large size and access to a full range of interior products from the Cessna plant. Cessna also has expansive interior capabilities at its service centers in Orlando and San Antonio. Other Citation Service Centers are quickly getting additional interior capacity as the company gears up for an anticipated surge in work.

"All the service centers are creating relationships with wood vendors, and right now we're working on an initiative to ship wood interior décor to Wichita for refinishing by current vendors for return and reinstallation by the centers," says Younger.

Sofas and iPods

In the past few months, Cessna has noticed a trend toward installation of side-facing sofas in CJ aircraft to accommodate passenger preferences. In the CJ3 in particular, customers can opt for an interchangeable lowboy cabinet and convertible side-facing seating, adding flexibility for various trip requirements. In CJ1 and CJ2 aircraft it is an either/or situation.

Citation XL customers are upgrading to the XLS interiors, basically updating the cabin amenities to a new factory standard interior. And there has been heightened interest in making existing Citation X cabins look like they just rolled off the factory floor.

One advantage of interior refurbishment and redesign is that customers use the opportunity to upgrade electronic interconnectivity options in addition to improving cabin aesthetics. Many recent conversions take advantage of new technology as customers seek iPod interfacing for videos and music, saving them added weight as they shrink the footprint of their entertainment systems. Plus passengers and crew don't have to lug around satchels of CDs and DVDs.

Even though Cessna is getting ready for a rush in interior work, interior crews and hangar space can be limited. "I would encourage any Citation customer that is thinking of redoing an interior to schedule the work now, before we get busier as the economy rebounds and more owners begin improving their airplane for resale or for their own use," Younger says. "That way, they also get out ahead of the competition if they decide to sell, or they simply get to enjoy an all-new or refurbished interior if they don't."

CUSTOMER **SPOTLIGHT**

Joe Hudson
Owner of Winds Away

David Johnson
Chief Pilot and Director of Maintenance

Cessna Service Center and Mobile Service Unit Provide Houston Company Encore Performance

Joe Hudson and David Johnson, his chief pilot and director of maintenance, both have thousands of hours of flight experience. Together, they put about 300 hours a year on the nearly 2-year-old Citation Encore operated by Winds Away 07, Hudson's real estate and oil and gas operation.

Hudson has more than 4,300 flight hours and an ATP. He's owned Bonanzas, Barons, and King Airs before moving up to the Citation business jet. His father also was an avid aviator and his mother was supportive of her husband's enthusiasm for flight. Those feelings were passed along to Joe.

"Oh, I just love to fly. I just think it's a wonderful method for getting your mind off of whatever else is going on. It provides me a chance to really concentrate and work on something without being distracted," Hudson says.

Family Flying

The Citation is used primarily for business. "The Encore is owned by our family, my aunt, me, and my cousins. They all use it. I'm the only owner that pilots it. But David Johnson flies the others around a lot and he flies with me sometimes."

Johnson also has the passion. He learned to fly as a 17-year-old kid at Houston's Hobby Airport and has compiled 9,000 hours through the years. Before he returned to his love of flying fulltime about 15 years ago, he had his own design-build firm in Houston for 10 years, and before that served as a marketing executive for several engineering and construction firms.

"Flying is what I should have been doing all along. It's what I was born to do," he says. Johnson has an ATP and type ratings in Boeing 737, EMB 120, IA Jet, Falcon DA200 and, of course, a C500.

Operating out of Signature Flight Support at Houston Hobby, both pilots helm regular long-distance Citation Encore flights. Once a year, Hudson makes the long trek to Reykjavik, Iceland, for business.

"I just got back from Costa Rica, so we also go to Central America some. And we go to the Bahamas quite a bit. We go up to Evansville, Ind. and we go to New Orleans," Hudson says.

"One of my cousins lives in New Orleans so we go out of New Orleans up to Teterboro and New Bedford, Mass. We fly from New Bedford to Houston, and Houston to New Bedford quite a bit, so that's sort of the max range." Hudson's business interests also take him to Oklahoma and throughout Texas.

Mobile Service Unit an Ally in Dispatchability

Scheduled service on the Encore is performed year-round at the Citation Service Center in San Antonio, but in-between an innovative ground-based ally saves the time and expense of a maintenance flight from Houston to San Antonio: the Citation Mobile Service Unit that's often in Houston to work on their aircraft and those of other owners.

PLEASE SEE NEXT PAGE+

The Texas unit and its crew have done jobs large and small on the Encore. The Citation team even kept the Winds Away Citation from being grounded. Pilots Hudson and Johnson share an appreciation for the Citation service they get.

"One Mobile Service Unit tech that has done avionics and also airframe and engine things for us is a guy named Butch Wik — he's been outstanding," Johnson says.

"We had a CHIP light come on for an engine, and of course, that's really a no-go item. So, Butch pulled the filter, found the chip, put the filter back in, oiled it up, ran it, and we were able to make a trip the next day. That really bailed us out of what really could have been an AOG problem."

Well Equipped, Ready to Roll

The Texas-based Mobile Service Unit went into service in 2007, and it was only the first. Mobile Service Units are now stationed in California, Arizona, and the East Coast.

Each unit carries a team of fully qualified Citation mechanics to the customer's aircraft, no matter the location. Two A&Ps are aboard on most trips but up to four mechanics have been dispatched to meet the workload demanded by one or more planes. The specially designed units can do nearly everything a fully equipped, brick and mortar service center can.

"One Mobile Service Unit tech that has done avionics and also airframe and engine things for us is a guy named Butch Wik — he's been outstanding," Johnson says.

Each Mobile Service Unit has a 28-foot boom that can lift 6,000 pounds, stout enough to hoist the Rolls-Royce AE3007 engines of a Citation X. The trucks feature rear-mounted lifts, a hydraulic mule for cycling landing gear, a ground power unit, lift jacks and a compressor. Two sets of mechanics' hand tools are aboard, as are laptop computers that can access parts and maintenance manuals. The units don't carry all parts — they're shipped overnight as needed — but the trucks stock the same rotables and consumables as the service centers.

The units and their crews perform all small to medium maintenance tasks and inspections, as well as meeting avionics needs. Among the only areas where they have limitations are sheet metal repair, ground hydraulic systems, paint and interiors.

Johnson and Hudson were recently pleased to learn that a Mobile Unit would be stationed in Houston. Whether the maintenance was major or minor, they have been pleased with their experiences.

"They've done an outstanding job," Johnson says.

Providing Peace of Mind, Resolving Issues

Being grounded is the worst maintenance issue that owners or pilots face, but smaller problems can be a challenge — especially if they force a special trip to the shop.

"There are countless little things that Butch and his crew have fixed for us," Johnson says. "A lot of times we'll come back off a trip, and there'll be an issue, something simple, maybe just a seat won't recline. And those guys will be here. I'll pull up here in the morning, and Mr. Hudson will be leaving on a trip that afternoon. And they're able to make the repair in between the trips, instead of us having to relocate the airplane over to San Antonio, which is more expensive and not very efficient."

Resetting A RUD STBY SYS Fail Message After Engine Start

750, ATA: 27-20

The Rudder Standby System on the Citation X is inhibited until the engines are started. Occasionally, flight crew or maintenance personnel will report an amber RUD STBY SYS FAIL message on the Engine Indication Crew Alerting System (EICAS) after engine start, even though the system is indicating normal hydraulic pressure.

"If the system pressure is normal, there are generally two triggers that will cause the EICAS message," says Mike Jacobson, Team X.

• The rudder standby system pump has a run-time of more than 15 seconds.

• The rudder standby system pump has a run-time of less than 0.5 of a second.

The probable cause is a slight delay in the initiation of the hydraulic pump when the throttle was moved out of the CUT OFF position. The fault warning computer senses the hydraulic pump operated in a manner outside of the usual 0.5 second run-time requirement causing the EICAS message to appear.

The Airplane Flight Manual (AFM) procedure for resetting this message in Section III, Operating Procedures, Amber CAS Messages is a follows:

■ **RUD STBY SYS FAIL (RUDDER STANDBY SYSTEM FAILURE)**

● **IF RUDDER STANDBY PRESSURE <2200 OR >3200 PSI (FLIGHT CONTROLS NOT REVERSIONARY)**

1. RUDDER STBY Circuit Breaker - PULL.
2. Land as soon as practical.

Procedure completed

● **IF PRESSURE IS NORMAL**

1. EICAS Message - RESET.
   a. SG REV Switch - SG1 (allow tubes to reset; resets FWC 2).
   b. SG REV Switch - NORM (allow tubes to reset).
   c. FADEC Switches - RESET.
   d. SG REV Switch - SG2 (allow tubes to reset; resets FWC 1).
   e. SG REV Switch - NORM.
   f. FADEC Switches - RESET.

If the condition occurs over the course of a few flight legs or engine starts, then troubleshooting procedures should be performed.

Questions, please contact:

Team X
1-888-622-4789
citationx@cessna.textron.com

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Deadline Looms for Citation V and Ultra Operators to Comply with AD for AOA Systems

560, ATA: 34-20

On January 28, 2009, the FAA Airworthiness Directive (AD) 2008-26-04 came into effect requiring Citation V and Ultra owner/operators to comply with the Mandatory Alert Service Letter 560-34-34 or 560-34-35, "Stall Warning System Calibration, Adjustment, and In-Flight Test Procedures" within six months.

Cessna released the two mandatory alert service letters in September 2007. The letters require a functional test of the AOA system including an in-flight calibration to verify the system provides adequate stall warning margin. Upon completion, Cessna then requires submittal of the AOA system test data report.

Since the release of the alert service letters, Citation Customer Services has observed a slow response by some owner/operators to comply. The AD termination date of July 28, 2009, is rapidly approaching, so we urge those who have not completed the mandatory alert service letters to schedule their aircraft as soon as possible.

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Correction: Mustang Synthetic Vision Technology Info Updated

510, ATA: 34-60

In the May issue of the Direct Approach, Cessna announced the Citation Mustang was approved for Garmin Synthetic Vision Technology. Team Mustang wishes to make our customers aware that this announcement was regrettably released prematurely.

Garmin synthetic vision technology is not yet certified by the European Aviation Safety Agency (EASA). The timeline for system approval in European airspace is uncertain at this time.

The article also mentioned increased situational awareness through the pathway in the sky windows which uses on-screen virtual 3-D tunnels for enroute navigation. At this time, Cessna Engineering and the Federal Aviation Administration (FAA) will not certify the pathways as they are depicted. An upcoming software upgrade, which is expected the first quarter of 2010, should make this feature operational.

One final item to avoid confusion, Synthetic Vision Technology (SVT) is the name that was chosen by Cessna. Garmin currently calls its product Synthetic Vision System (SVS).

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Honeywell Moving Away from Diskette Delivery Service

750, ATA: 34-60

Honeywell released a new Media Pricing Bulletin to inform operators with the Honeywell Navigation Database that support of the diskette delivery service will end in Dec. 2010.

Honeywell encourages operators to change to a web download for database delivery. Customers can still download the database and then make diskettes to load the information with the DL-900 data loader. The USB memory device shipping service will still be available for operators to download the database using internet access.

The document also offers a $2,500 trade-in credit for DL-800 and DL-900 through the end of 2009 when purchasing a new DL-950.

Questions, please contact:

Honeywell Customer Help Desk
US & Canada (Toll Free) 1-800-601-3099
International 1-602-365-3099
International (Toll Free for Land Lines) 00800-601-30999
www.honeywell.com

P&WC Issues SB & CSPN for Ignition System Changes

550, 560, 560XL, ATA: 74-20

Pratt & Whitney Canada (P&WC) released Service Bulletin No. SBPW500-72-30340R2, "Replacement of Igniters, and Ignition Cables," that affects all Citation Bravo, Encore, Encore+ and Excel aircraft. The bulletin introduces a new igniter cable and igniter with an improved configuration for reduced arcing at the connection. In addition, the igniter tip is redesigned for better durability.

In support of the service bulletin P&WC has also issued Commercial Support Program Notification (CSPN) No. 1003145 to assist operators to comply with the bulletin.

Operators should refer to the attached P&WC CSPN No. 1003145 for cost considerations.

Note: All PW545C engines installed on Citation XLS+ aircraft were manufactured with post SB ignition hardware installed.

Operators are encouraged to contact Cessna Field Support Representatives or the P&WC Customer First Centre for assistance with the CSP and service bulletin compliance.

P&WC Customer First Centre
(USA & Canada) 1-800-268-8000
(International Access Code) + 8000-268-8000
(Globally) 1-450-647-2888
CFirst@pwc.ca

Williams International Issues Quick Reference Guide

525B, ATA: 73-30

Williams International has released a Quick Reference Guide to install a Quatech Adapter box, and a laptop computer with the Engine Maintenance Terminal (EMT) Basic program. This reference guide is for CJ3 aircraft that accomplished recommended SL525B-73-02, "Transmittal of Williams International Service Bulletin FJ44-73-030R1, Engine and Fuel Control – FADEC Software Upload of CP219.11.06."

The Quick Reference Guide assists operators to save and clear FADEC faults logged into the FADEC system.

– YOUR CONTACT –

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Williams International

Quick Reference Guide - EMT

Saving and Clearing Bit Faults

! IMPORTANT ! All FADEC data must be sent to FADEC@williams-int.com per FAA requirements

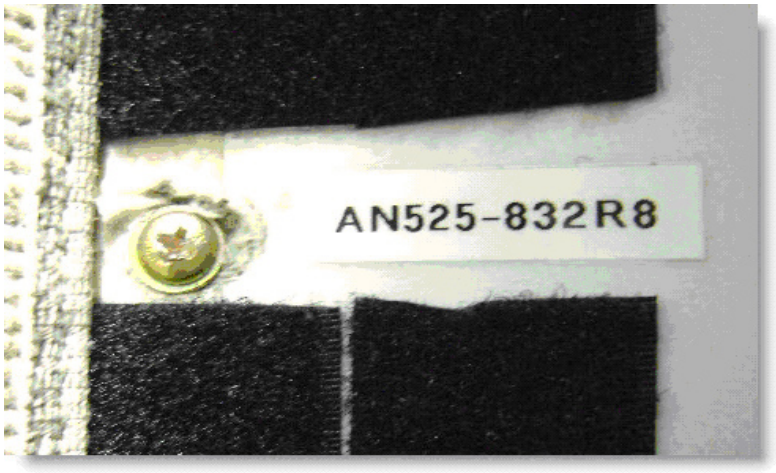
1) Connect the Communication Cable, Quatech Adapter box, and laptop computer to Aircraft. (Refer to **FJ44 Line Maintenance Manual 73-26-01, Write/Save Data to/from the FADEC** or Access the **EMT User's Guide** by clicking the "HELP" button on the main screen of the EMT program).
2) Turn Aircraft Power On (See AFM)
3) Start the EMT software by clicking the icon on your computer's desktop.
4) Wait for the EMT software to establish connection with the FADEC units as indicated by a Communication Status of "idle" at the bottom of the program window.
5) Select the "Save FADEC Data" button on the upper right-hand area of the screen.
6) When the "Save FADEC Data Complete" window appears, click "OK".
7) Select the "Faults and Engine Parameters" button.
8) Select the "View, Clear, and Save Faults" choice.
9) Select "Begin Maintenance"
10) Perform maintenance I/A/W the appropriate engine Line Maintenance Manual, or contact Williams International.
11) Select "Finish Maintenance"
12) Select the fault(s) to be cleared.
13) Select "Continue"
14) Select the appropriate action taken to resolve the fault(s), then click "OK"
15) Select "Return to Main Screen"
16) Select the Exit button on the lower right-hand corner of the screen.
17) The program will ask if you are sure you want to exit the WI_EMT; select "Yes"
18) A window will appear which provides the location for the file(s) saved; make note of this location.
19) IMPORTANT: Locate the file(s) and e-mail to fadec@williams-int.com
20) If you require assistance, contact Williams International's Product Support by sending an e-mail to WIProductSupport@williams-int.com, or by calling our Hotline at 1-800-859-3544 (U.S.) or 1-248-960-2929.

Keep This Checklist Available For Future Use

Update: Shorter Screws Comply with Service Letters

525A, 525B, ATA: 20-10

In April, Direct Approach published the article "Shorter Screws Comply with Intent of Service Letters." Team CJ recommends that operators install placards for the two AN525-832 screw locations in the baggage compartment ceiling.



The placards will help technicians make sure that correct length screws are installed in these two locations.

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Honeywell Releases New Aircraft Database (ACDB) Files

750, ATA: 34-60

Honeywell released new ACDB files that are available on Navigation Database disks. In the May 2009 cycle, Citation X databases were replaced with new ones. These new databases provide improved step climb predictions by introducing a Residual Rate of Climb variable.

The changes are as follows:

ACDB CX-L2 (FMS will indicate FMZ 5.1 or greater)
Affects: 750-0001 thru -0158, and -0160 thru -0172, (not incorporating SB750-71-10)

ACDB CXIGW-L2 (FMS will indicate FMZ 5.1 or greater)
Affects: 750-0160 thru -0172, (incorporating SB750-71-10), and 750-0173 and On

Team X reminds operators to be aware of these changes since technicians periodically have to upload the ACDB into the Flight Management System (FMS) when an IC-800 Integrated Computer is replaced. The changes may also become apparent to a flight crew if an incorrect performance prediction is noted and the new Navigation Database disks are utilized.

Questions, please contact:

Team X
1-888-622-4789
citationx@cessna.textron.com

Playback Operating Tip Provided for GMA-1347D Audio Panels

510, ATA: 23-70

A recent customer inquiry prompted Team Mustang to provide an operating tip for Garmin GMA-1347D Audio Panels. An operator attempted to listen to playback of ATC radio transmissions by pressing the audio panel PLAY button several times without success. Later the same operator tried the same operation on a similar system in a Cessna Model 182 and the function worked.

The reason for the confusion is that the Citation Mustang has an audio system that switches ON with the REC button. This is different from other G1000 installations installed on Cessna aircraft that start recording automatically.

To hear playback on the audio panels in the Citation Mustang, press the REC button first to enable the system. Press the PLAY button next and the playback function will then operate for up to 2.5 minutes of recorded COM receiver audio.

PRESS RECORD FIRST THEN PRESS PLAY TO PLAYBACK AUDIO

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>ask THE EXPERT

answers>

EXPERTS FROM THE CESSNA SUPPORT TEAM SHARE ADVICE AND SHED LIGHT

On the Bravo, we had an ENG ANTI-ICE annunciator illuminate. It went to a flashing condition after pushing the MASTER CAUTION reset. What does this indicate?

Answer

The older Model 500 and 550 Engine Anti-ice systems were difficult to troubleshoot because of the numerous inputs to the annunciator. Cessna added help in troubleshooting the system on the Bravo. The following are the conditions for a steady or flashing ENG ANTI-ICE annunciator.

1. Flashing of the ENG ANTI-ICE annunciator after pressing the MASTER CAUTION reset indicates an in-board wing leading edge over temp condition.

a. This indicates that an over temp condition was sensed by the wing inboard leading edge overheat switches S91 (left) or S106 (right).

2. A continuously illuminated ENG ANTI-ICE annunciator after pressing the MASTER CAUTION reset indicates an under temp condition. This indicates one of the following conditions has been detected:

a. Wing inboard leading edge under temp sensed by the low temp switches S105 (left) or SR002 (right).

b. Wing inboard leading edge heating element low current sensed by PCB NT001 (left) or NT002 (right). In this condition, the annunciator will only illuminate during heating and will cycle with the respective ammeter indication.

c. Engine inlet under temp sensed by bleed air low temp switches S95 (left) or S94 (right).

d. Fan stator valve failure to open as sensed by the integral switch in the respective stator valve.

How To:

submit comments and ask the experts

The Direct Approach is published monthly by the Cessna Citation Service Organization.

ask the experts at:
asktheexpert@cessna.textron.com

Our experts will do their best to provide answers to your questions. Even if your question is not posted in the publication, you will receive an e-mailed answer.

>events CALENDAR

>>> HERE'S EVERYTHING YOU SHOULD BE IN THE KNOW ABOUT!

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July 27-August 2, 2009

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>msu CALENDAR

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EAA
- OSHKOSH, WI

July 27-August 2, 2009

PGA CHAMPIONSHIP (ELLIOTT AVIATION)
- CHASKA, MN

August 8-10, 2009

2nd Quarter - 2009	Maintenance Training
Citation X (750) Initial	July 6 - 24
Citation X (750) Adv. T/S	August 3 - 7
Citation Sovereign (680) Initial	July 20 - 31
Citation Sovereign (680) OMP	July 13 - 17
Citation III/VI/VII (650) Initial	July 6 - 17
Citation Excel (560XL/XLS) Initial	July 13 - 24
Citation Excel (560XL/XLS) Update	July 27 - 31
Citation V/Ultra/Encore (560) Initial	July 27 - Aug 7
Citation Mustang (510) Initial	July 27 - Aug 6
CitationJet/CJ1/CJ2 (525/525A) Initial	July 20 - 31
CitationJet 3 (525B) Initial	July 6- 17
CitationJet 3 (525B) POT	August 3 - 7
Caravan I (280) [Note: 2 Week Course]	August 17 - 28
Caravan I (208) Update	August 31 - September 4

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Take Note!

BE SURE TO GET THESE ONTO YOUR CALENDAR.

THANKS for taking time to read our publication! We appreciate your readership and will do our best to continue to present you with the latest Citation related news, products & happenings throughout the year.

GO TEAM

ANY TIME, ANYWHERE,
YOUR CITATION SERVICE GO TEAM
» IS THERE. «

How do you turn around an AOG? With a GO Team from Citation Service Centers.

We can't stand the letters AOG.

Aircraft are made to fly, not sit waiting for help. So when you call, the Citation GO Team *takes off like firefighters answering the bell.* We're on our way to wherever you are to quickly diagnose and service your Citation, and get you back on your mission – where you belong.

Of course, you don't have to wait for an ***AOG to use A GO Team.*** Just one call dispatches the team to answer any maintenance bell you ring and to take care of a full range of Citation service.

What does all this cost? It's simple: pre-determined labor rates plus travel and lodging for the GO Team. Not much when you compare the sum total cost you'll avoid. Fuel charges, for example, along with lodging, meals, and time away from business.

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